Compensation to passengers for flight delays

3955. SHRI VIJAY J. DARDA: Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether Government are aware that recently a European Court has given a ruling about guaranteeing passenger compensation due to flight delays or cancellations without making any discrimination between a normal-fare airlines or low-cost airlines;

(b) if so, whether the Ministry will also make it mandatory for all airlines (including low-cost) that in case of cancellations or delayed flights, passengers are entitled for due compensation according to the usual international conventions/practices; and

(c) whether the nature of compensations, either hotel accommodation or refereshment etc. will be worked out in consultation with airlines operating in India and the details thereof which are publicized?

THE MINISTER OF STATE OF THE MINISTRY OF CIVIL AVIATION (SHRI PRAFUL PATEL): (a) Yes, Sir. The European Court of Justice in its rulling turned down the appeal made by International Air Transport Association challenging certain provisions of the EC Regulation on compensation to passengers by carriers operating out of the European Union, in the event of denied, boarding, long delays and cancellations.

(b) and (c) No, Sir. However, Airlines have their own system of providing compensation in such cases. Moreover Consumer Fora under the Consumer Protection Act have been set up by the Government for dealing with the complaints regarding deficiency in service which includes services provided by air carriers.

Amount spent on airport modernisation

3956. SHRIMATI HEMA MALINI: Will the Minister of CIVIL AVIATION be pleased to state:

(a) the progress of the modernisation and privatisation process of Delhi and Mumbai airports;

(b) what amount has already been spent in the process; and

(c) the target dates of the completion of both the airports?